

Michigan ITS Center

Serving the Southeast Michigan Freeways

www.michigan.gov/its



Mark Geib, PE

Michigan Department of Transportation

1050 6th Street

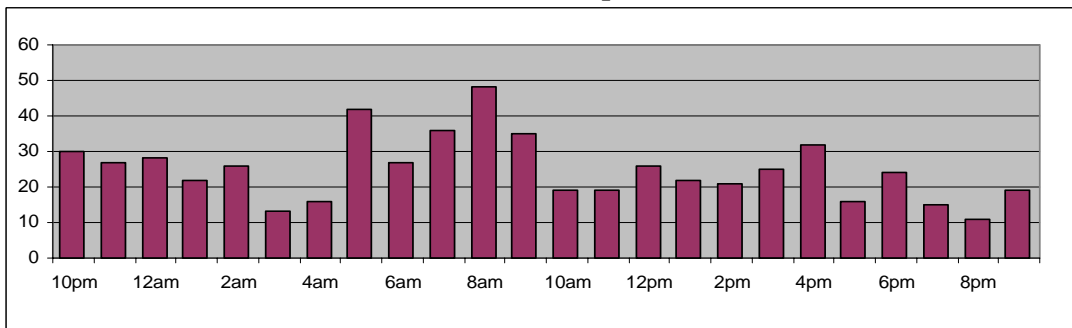
Detroit, MI 48226

GeibM@michigan.gov

February 2008

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Monthly Incident Activity

	Feb 2008	Jan 2008	Feb 2007
Freeway Closures	28	13	18
Lane Closures	37	14	32
Ramp Closures	11	5	4

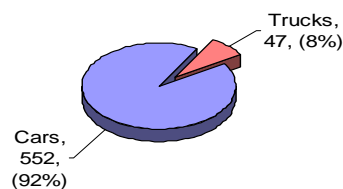
Total Incidents by Roadway

Freeway	Feb 2008	Jan 2008	Feb 2007
I-75	156	123	123
I-94	131	91	98
I-696 (Reuther)	97	84	54
I-96	78	38	76
M-10 (Lodge)	48	22	51
M-39 (Southfield)	51	36	46
I-275	37	32	34
I-375	1	0	0
TOTAL	599	426	482

Calls by Type

Agency	No. of Calls	INCOMING	OUTGOING
FCP	2537	2513	24
Contractors	276	164	112
City	0	0	0
County	51	29	22
Federal	0	0	0
Fire	0	0	0
Local Police	27	22	5
MSP	684	672	12
Border	1	0	1
MDOT/DIT	136	72	64
Media	147	137	10
Special Events	4	4	0
Transit	3	2	1
Parking	0	0	0
Airport	0	0	0
Animals	0	0	0
OTHER	35	28	7
Total	3901	3643	258

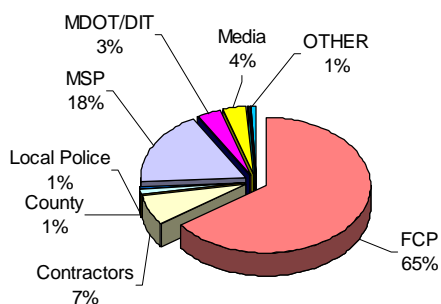
Vehicle Composition of Incidents



Total Incidents: 599

MITS Center News

MITS is in the process of mapping data collected by many sources at the center into a GIS mapping format.* GIS or Geographic Information Systems is used to integrate data by capturing, managing, analyzing and displaying all forms of geographic referenced information. GIS mapping allows us to view, understand, interpret, and visualize data in many ways that can reveal relationships, patterns and trends, in the form of maps, reports and charts. MITS is currently mapping CCTV gap coverage to help identify and optimize our CCTV freeway camera coverage. CMS infrastructure, County maintenance coverage, I-75/I-96 Gateway construction, and much more.



Total Calls: 3901

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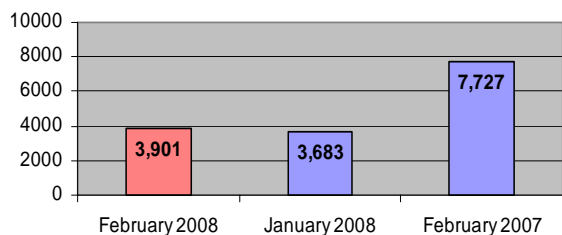
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CONTROL ROOM DISPATCH ACTIVITY

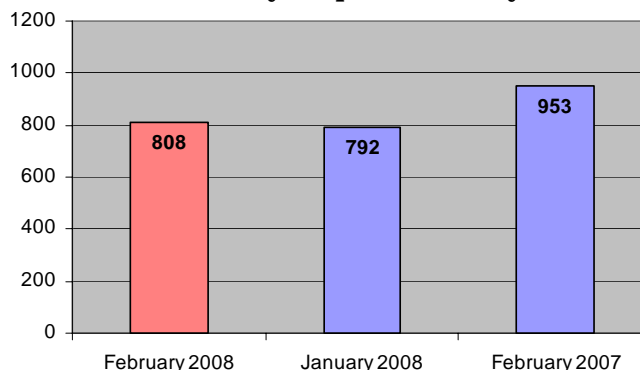
- Of the 4,178 assists that the Freeway Courtesy Patrol (FCP) provided during the month of February, 808 assists (19%) were dispatched by the FCP dispatchers located at the MITS Center.

Monthly Call/ Event* History

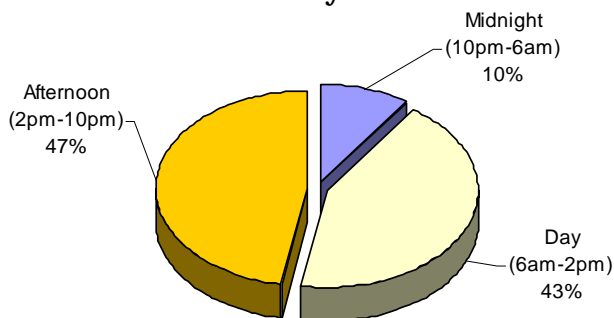


*Drop in numbers is due to calls now tracked as events allowing for greater reporting accuracy.

Freeway Courtesy Patrol Monthly Dispatch Activity

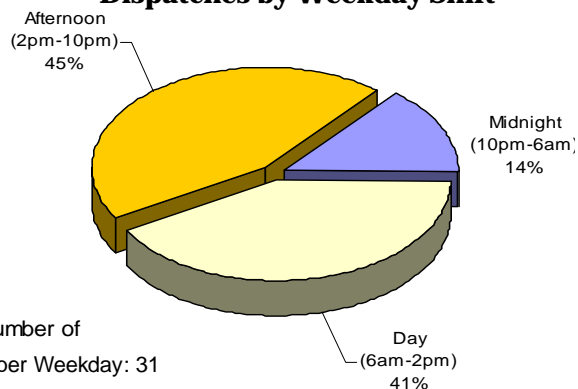


Calls by Weekday Shift



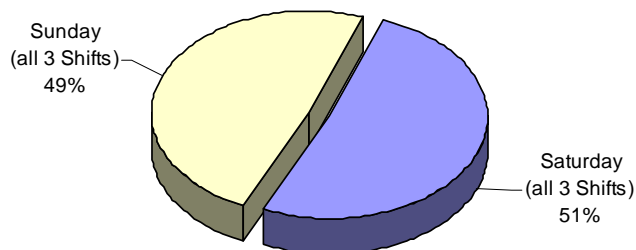
Average Number of Calls per Weekday: 158

Freeway Courtesy Patrol Dispatches by Weekday Shift



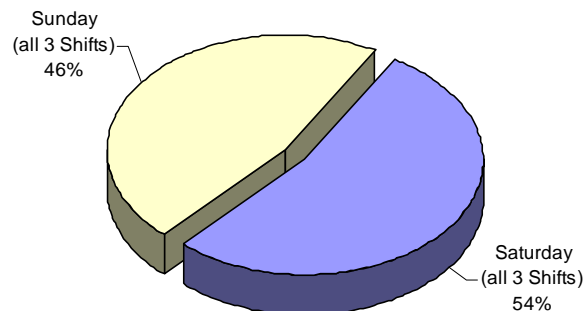
Average Number of Dispatches per Weekday: 31

Calls by Weekend Day



Average Number of Calls per Weekend: 147

Freeway Courtesy Patrol Dispatches by Weekend Day



Average Number of Dispatches per Weekend: 41

Note: Additional FCP information may be found beginning on page 4.

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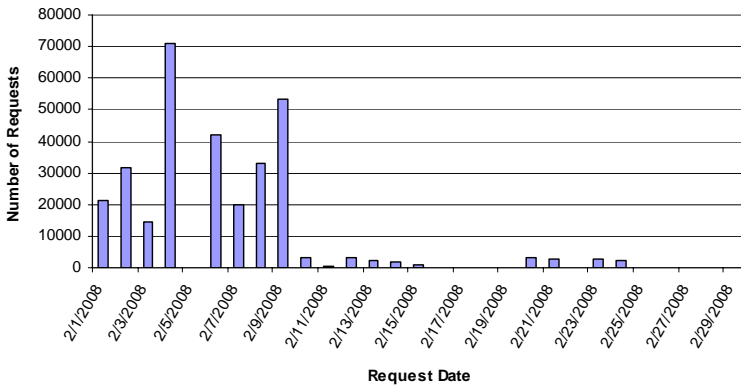
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/drive click on "Construction and Traffic" and then "Detroit Traffic")

Website Activity

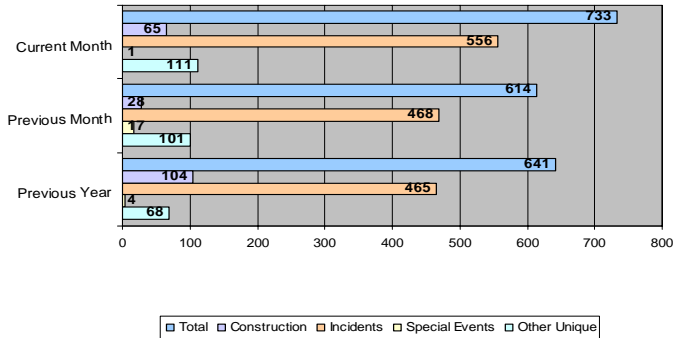
*Web site hits down due to use of Drive site.



Top 5 DMS with Unique Messages

1. M-10 NB at Porter
2. I-94 EB at Central
3. I-696 WB at Ryan
4. I-696 EB at Manistee
5. I-375 NB at Gratiot

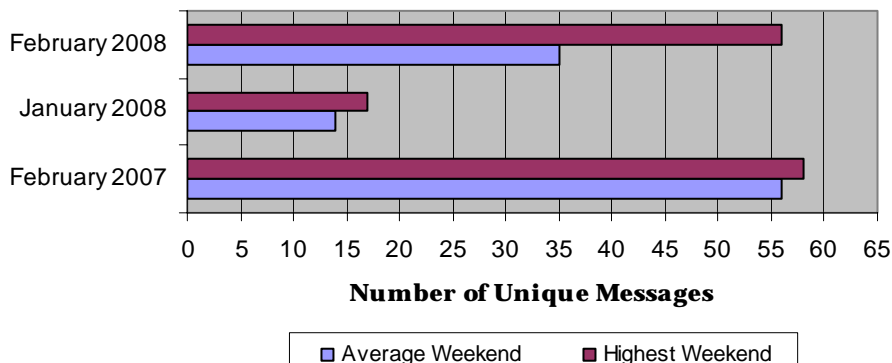
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Feb 2008	Jan 2008	Feb 2007
All Incident Messages	100.0%	100.0%	98.9%
High Impact DMS Messages	Feb 2008	Jan 2008	Feb 2007
All High Impact Messages	96.1%	93.8%	94.4%
Freeway Closure Messages	100.0%	100.0%	94.4%
Lane Closure Messages	94.6%	92.9%	93.8%
Ramp Closure Messages	90.9%	80.0%	100.0%
Other Communication	Feb 2008	Jan 2008	Feb 2007
Advisory Text-Messages	98.7%	96.9%	96.3%
Website Incident Postings	100.0%	100.0%	87.0%

Weekend Construction DMS Message Activity



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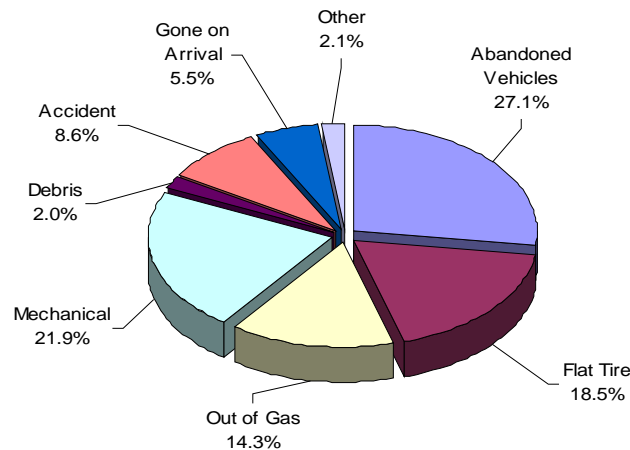
FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Motorist Quote of the Month

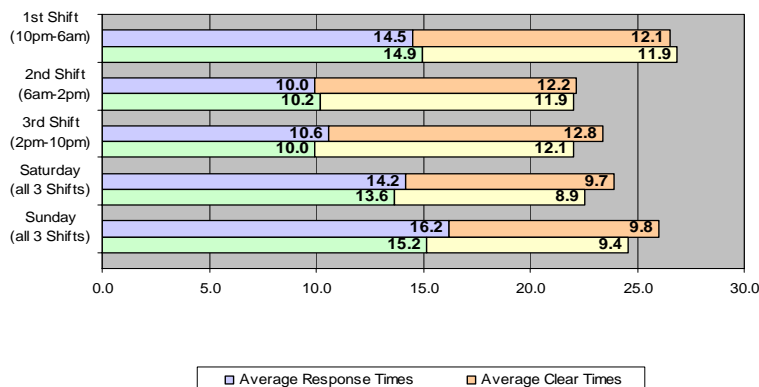
"I was test driving a new car traveling South on I-275 when the tire blew. It couldn't have been 5 minutes before the courtesy patrol van pulled up behind me. He was so kind and changed the tire for me, I didn't even know where the spare was! I cannot express how grateful I am for the courtesy patrol and the kind gentleman who assisted me."

Assist Type

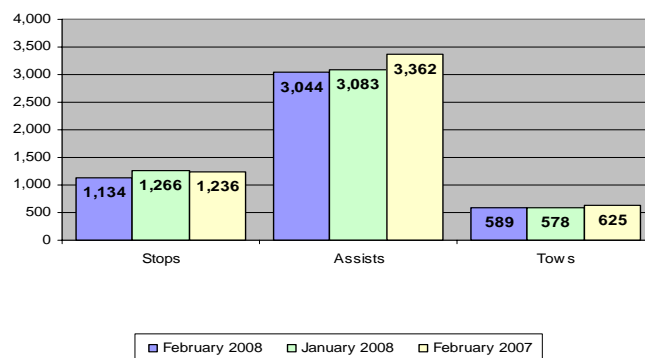


Total Number of Incidents: 4178

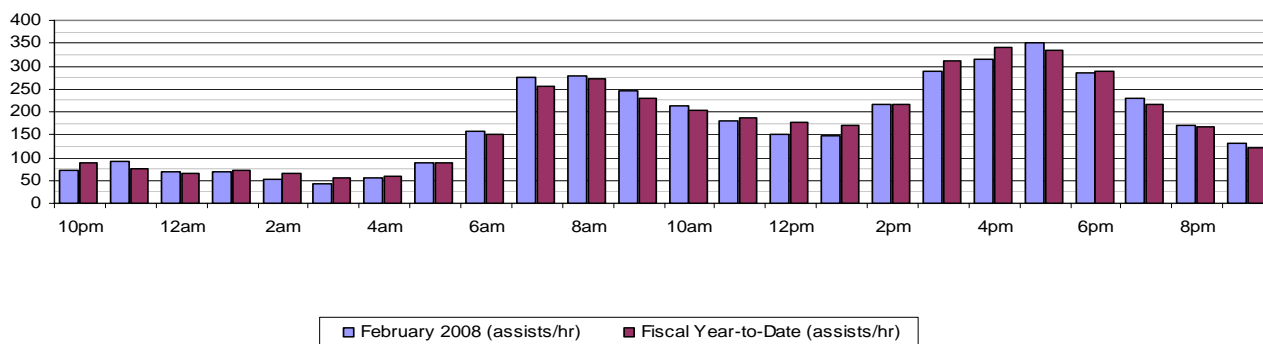
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



Michigan ITS Center

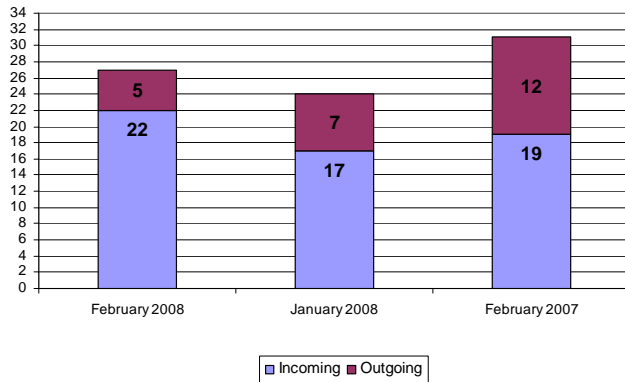
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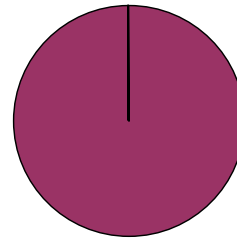
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TRAFFIC INCIDENT MANAGEMENT

Local Police Department Calls



Video Users

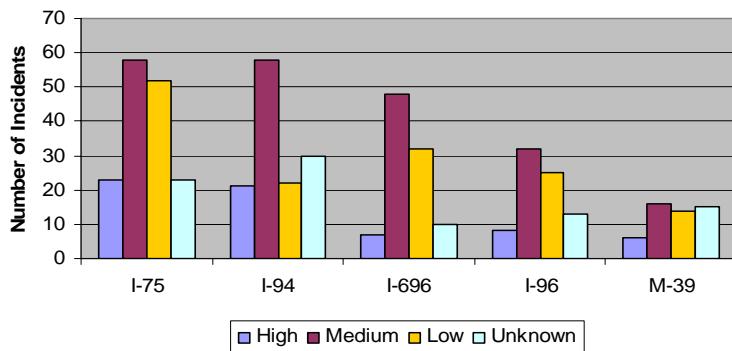


100%

*Drop in VU numbers
due to use of drive
public site

- Police departments
- Transportation operators
- Emergency management
- Fire departments
- Planned special events venues
- Internal support

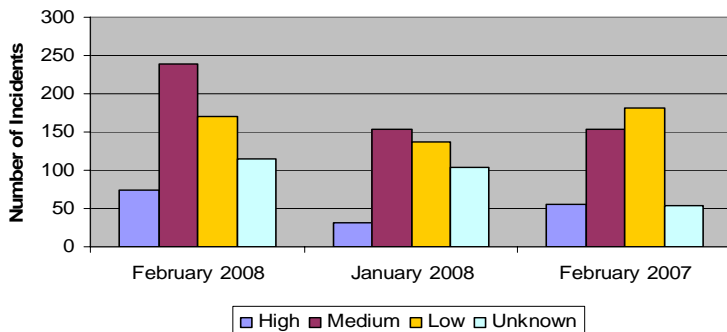
Severity/Duration by Top Five Freeways



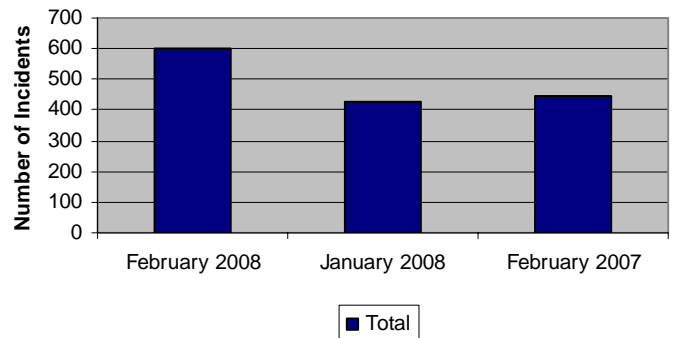
- Only shoulder closures less than 90 minutes, single lane closure or a partial closure (more than one lane, but not all) less than 20 minutes
- Only shoulder closures equal to 90+ minutes, single lane closures between 20 and 89 minutes, partial closure between 20 and 44 minutes, and total closure (all lanes) less than 20 minutes
- Single lane closure equal to 90+ minutes, partial closure equal to 45+ minutes, or total closure equal to 20+ minutes
- The duration and/or the severity is unknown

This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Calls by Type	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type Breakdown	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week. High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week.
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Local Police Calls	Displays incoming and outgoing local police calls.	Call Tracker Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.